



GETTING STARTED  
CRYSTAL LAKE ez APP  
*How to the get most out of permitting*

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## Getting Started

Community Development has launched an online system that utilizes Accela software. The customer-friendly portal for Crystal Lake Community Development services is called *ez APP*. You can access Crystal Lake online services at [Crystallake.org](https://aca3.accela.com/crystallake/default.aspx) or with the direct link: <https://aca3.accela.com/crystallake/default.aspx>

## Layout and Navigation

*ez App* is organized, as you see in the picture below:



[Accessibility Support](#) [Register for an Account](#) [Login](#)

Search...

Home Building

Advanced Search

User Name or E-mail:  Password:  [Login »](#)

Remember me on this computer [I've forgotten my password](#) [New Users: Register for an Account](#)

**ez APP**

**Welcome to the City of Crystal Lake ez APP**  
We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week. To submit new applications, inspection requests, and code enforcement issues you must register and create a user account. As an anonymous user you can search Building, Fire, and Planning applications, and Code Enforcement cases for basic information such as the address, type of record, and the status. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

**Anonymous Users**  
To get started, select one of the services listed below:

Building

Search Applications      Schedule an Inspection

### Without registering for an account you can:

- Perform property searches
- Perform application searches by permit type
- Perform application searches by address
- Perform application searches by contractor
- View Permit information such as project name, status, and description with comments

### Registering for an account gives you access to additional features:

- Apply for Permits
- View permit detail such as review status; review comments; inspection requests and results
- Schedule Inspections
- Create Delegates (other users you give permission to perform actions on your behalf)
- Create collections

## Announcements

Announcements are important messages the City would like to relay to you (messages such as holiday closures, business hour changes, etc.).

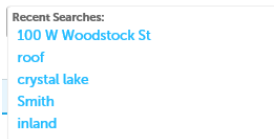
## Searching

The City of Crystal Lake's Citizen Access will refer to "records". A record can be a permit, application, site concern, etc. You can search the City's permitting database records a few different ways.


The easiest method is Global Search. The search bar is always located towards the top of the screen: You can use this search feature by inputting record / permit number, address, owner, contractor, permit type, etc. to get all matching results from the database, regardless of the department originating the record.

A search bar with the placeholder text "Search..." and a green search icon with a magnifying glass.

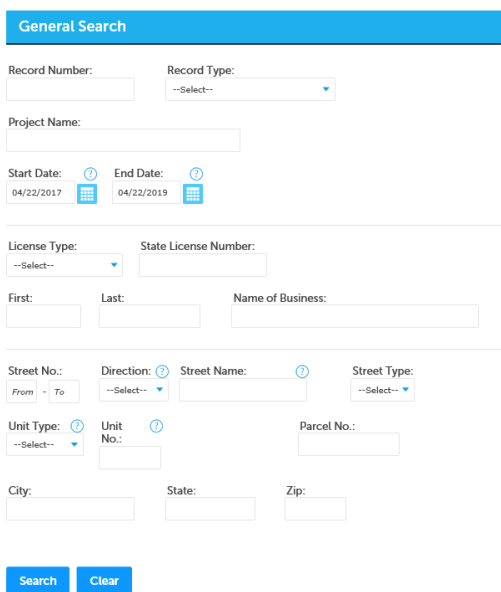
Another useful feature of the Global Search is easy accessibility of your recent searches. Just hover over the down-facing arrow to see your recent entries.

A dropdown menu titled "Recent Searches:" containing the following items: "100 W Woodstock St", "roof", "crystal lake", "Smith", and "inland".

You may also select the Advanced Search drop down or the Search Application button.

Two buttons: "Advanced Search" (light blue) with a dropdown menu showing "Lookup Property Information" and "Search Records/Applications"; and "Building" (dark blue) with a "Search Applications" button below it.

Each of the options will open a search criteria window as shown below. You can enter as little or as much information as you wish to refine your results.

A "General Search" form with the following fields: Record Number, Record Type (dropdown), Project Name, Start Date (calendar icon), End Date (calendar icon), License Type (dropdown), State License Number, First, Last, Name of Business, Street No. (From-To), Direction (dropdown), Street Name, Street Type (dropdown), Unit Type (dropdown), Unit No., Parcel No., City, State, and Zip. Search and Clear buttons are at the bottom.

## Register for an Account

To register for a new user account you may select either link on the home page.



Accessibility Support [Register for an Account](#) [login](#)

100 W Woodstock St

**Home** **Building**

Advanced Search

User Name or E-mail:  Password:  [Login »](#)

Remember me on this computer [I've forgotten my password](#) [New Users: Register for an Account](#)

The logo for the ez APP, featuring a yellow checkmark inside a blue square followed by the text "ez APP".

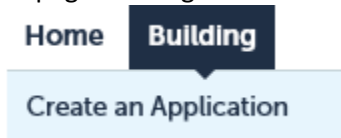
**Welcome to the City of Crystal Lake ez APP**  
We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.  
To submit new applications, inspection requests, and code enforcement issues you must register and create a user account.  
As an anonymous user you can search Building, Fire, and Planning applications, and Code Enforcement cases for basic information such as the address, type of record, and the status. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

Anonymous Users

## Apply for a Permit Online

Now that you have created an account, you can apply for a building permit.

- 1) Log in to your [ez APP](#) account.
- 2) On the page heading click on Building and then click on Create an Application.



- 3) After reading the disclaimer, indicate that you have read and accepted the terms. Click Continue Application.

I have read and accepted the above terms.



- 4) Select a Record Type: On this screen you will choose the record type you would like to request. There are helpful tips on this page to help you determine the correct type. Once you have located the permit type click on the right arrow ▶ to expand the record type list.



5) Select the button of the correct permit type and click Continue Application.

- ▼ Building
  - Commercial Addition
  - Commercial Alteration ?
  - Commercial Demolition
  - Commercial New
  - Commercial Plumbing
  - Commercial Re-Roof
  - Food Truck Permit
  - Grading Permit
  - Instant Permit ?
  - Multi-Family Addition
  - Multi-Family Alteration
  - Multi-Family Demolition
  - Multi-Family New
  - Occupancy Permit
  - Pool/Spa - Residential
  - Residential Addition
  - Residential Alteration ?
  - Residential Demolition
  - Residential New
  - Residential Plumbing
  - Right of Way Use Permit
  - Sign - Permanent
  - Sign - Temporary
  - Tree Removal Permit
- ▶ Right of Way

[Continue Application »](#)

6) Enter a description of the proposed work and the job value, then click Continue Application.

7) Complete the permit specific information displayed on the screen, then click Continue Application.

8) Enter the work location.

- a) For best results, input only the street number and street name, then Search.
- b) The parcel and owner information will automatically be included.
- c) Scroll to the bottom of the page, then click Continue Application.

### Address

Please enter street number and name and click search to pull up your property information.

*Street No.:	Direction:	*Street Name:	Street Type:
100	W	WOODSTOCK	St

Unit Type:	Unit No.:
--Select--	

City:	State:	*Zip:
CRYSTAL LAKE		60014

[Search](#) [Clear](#)

- 9) Look up the contractor information. If your contractor(s) do not appear in our database please upload the contractors list in a later step.

**Contractor and Professionals**

To find a licensed professional or contractor, click the Look Up button.

If "No records found" shows in the look up results, please click [here](#) to complete the Contractors List and City staff will add the information to the application. Please upload the completed document on the next screen.

If the property owner or tenant will be performing the work, click the Look Up button and enter "Owner" in name of business.

If you do not find the contractor or professional here, exit the pop up form by pressing discard changes.

**Look Up**

Showing 0 - 0 of 0

License Number	License Type	Contact Name	Business Name	Business License #	Home Phone	Fax	Action
No records found.							

- 10) Input your Applicant Information.

- a) Do this quickly by selecting from account. If you are not the applicant, click add new and enter the correct information.
- b) Scroll to the bottom of the page, then click Continue Application.

**Applicant**

If you are the applicant, please use the Select from Account button, if not, please use the Add New button.

**Select from Account** **Add New**

- 11) Attach Record Documents, then click Continue Application.

- a) See the Electronic File Standards Tip Sheet for information on how to format attachments.

**Attachment**

**\*\*Project documents are required and your application may be returned if documents are missing.**

The maximum file size allowed is 100 MB.  
Documents must be uploaded as a pdf

Name	Type	Size	Latest Update	Action
No records found.				

**Add**

- 12) Please Review your application information carefully.

- a) Verify that the job address, information, and descriptions are accurate.
- b) After reading the certification, indicate that agree to the certification. Click Continue Application.

- 13) You are now able to view your application and track the progress of your submittal.

## Type of Permits

This permit type tip sheet will help you determine the correct record type for the most common permit requests.

<b>PERMIT TYPE TIP SHEET</b>	
<b><i>Residential</i></b>	
<b>Type of Project</b>	<b>ez APP Building Record Type</b>
Above Ground Pool	Pool/Spa - Residential
Air Conditioning - New or Replacement	Instant Permit
Basement Finish	Residential Alteration
Bathroom Remodel	Residential Alteration
Deck	Residential Alteration
Detached Garage	Residential New
Driveway	Residential Alteration
Dumpster Enclosure - Apartment building	Multi-Family Alteration
Electric Service Upgrade or Repair	Residential Alteration
Fence	Residential Alteration
Fire Pit	Residential Alteration
Fireplace	Residential Alteration
Furnace - New or Replacement	Instant Permit
Gazebo	Residential Alteration
Hot Tub/Spa	Pool/Spa - Residential
Inground Pool	Pool/Spa - Residential
Irrigation System	Instant Permit
Kitchen Remodel	Residential Alteration
Patio	Residential Alteration
Pergola	Residential Alteration
Porch	Residential Alteration
Roof	Instant Permit
Sewer Repair	Residential Plumbing
Shed	Residential Alteration
Sidewalks	Residential Alteration
Siding	Instant Permit
Solar Panels	Residential Alteration
Stoop	Residential Alteration
Storable Pool	Pool/Spa - Residential
Water Heater - Replacement	Instant Permit
Water Repair	Residential Plumbing
Windows	Instant Permit



<b>Commercial</b>	
<b>Type of Project</b>	<b>ez APP Building Record Type</b>
Banner	Sign - Temporary
Driveway	Commercial Alteration
Dumpster Enclosure - Commercial Building	Commercial Alteration
Feather Flag	Sign - Temporary
Fence	Commercial Alteration
Interior Remodeling	Commercial Alteration
Parking Lot Resurfacing, Striping and Repairs	Commercial Alteration
Roof Top AC Units	Commercial Alteration
Sign - Directional	Sign - Permanent
Sign - Freestanding	Sign - Permanent
Sign - Limited Duration	Sign - Temporary
Sign - Menu Board	Sign - Permanent
Sign - Wall	Sign - Permanent
Storage Building	Commercial New
Tenant Buildout	Commercial Alteration

## View Specific Permit Details

After submitting and application, you can view a specific record's details by clicking on the record number, such as "BLD-2019-00712" as pictured below:

Building										
Date	Record Number	Record Type	Project Name	Address	Status	Action	Description	Expiration Date	Short Notes	
04/22/2019	BLD-2019-00712	Instant Permit	TEST 2 - DO NOT DELETE OR PROCESS	100 W WOODSTOCK ST, CRYSTAL LAKE 60014	Plan Review		Test record for ez APP instructions 2	01/31/2019		

## Permit Specific Information

Once you are looking at a particular record, you have access to a large amount of information. Besides being able to view information at a glance, you can also choose to view "More Details", such as Related Contacts, Additional Information, Application Information, and Parcel Information.

Record BLD-2019-00712: Add to collection  
Like 0 Tweet

### Instant Permit

Record Status: Plan Review  
Expiration Date: 01/31/2019

Record Info | Payments | Custom Component

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#### Work Location

100 W WOODSTOCK ST  
CRYSTAL LAKE 60014

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#### Record Details

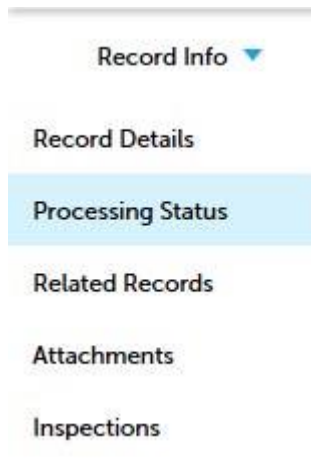
<b>Applicant:</b> Individual Laurie Fitzgerald Primary Phone: 815-459-2020 fitzgerald@crystallake.org	<b>Project Description:</b> Test record for ez APP instructions 2	<b>Owner:</b> CRYSTAL LK CITY OF 100 W WOODSTOCK ST CRYSTAL LAKE IL 60014
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More Details

- Related Contacts
- Additional Information
- Application Information
- Parcel Information

## View Record Information





You can view the Record Details, Processing Status, Related Records, Attachments, and Inspections by selecting the Record Info drop down menu.



## Processing Status

You can view the entirety of a permit's workflow and review comments on a specific record by selecting 'Processing Status' under the 'Record Info' drop down. You can then see all the workflow steps and their completion dates. Completed steps will have a **green checkmark** next to them, whereas the current tasks will have an **hourglass** indicating that step has not been completed. You will see when the task is due, who it is assigned to, and any status updates. If there are comments, you may click on the plus sign [+] to see the entire comment.

### Processing Status

-  **Application Submittal**
  - Due on 04/22/2019, assigned to TBD
  -  Marked as **Accepted - Plan Review Required** on 04/22/2019 by Accela Administrator
  - Comment:** Application accepted and forwarded for plan review routing.
-  **Plan Review**
  - Due on 04/22/2019, assigned to **Laurrie Fitzgerald**
  -  Marked as **Revisions Requested** on 04/22/2019 by Accela Administrator
  - Comment:** See attached plan review named B-(Review1) 100 W Woodstock St 4-22-19

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Due on 04/22/2019, assigned to **Laurrie Fitzgerald**  
Marked as **TBD on TBD** by TBD

Permit Issuance

Inspection

## View Attachments/Documents

If any attachments have been uploaded to the record, you will see them under the 'Attachments' section under the 'Record Info' dropdown. In most cases, you will be able to view or download a copy by clicking on the file name.

Attachments									
<b>**Project documents are required and your application may be returned if documents are missing.</b>									
The maximum file size allowed is 100 MB. Documents must be uploaded as a pdf									
Name	Record ID	Entity Type	Type	Size	Latest Update	Action	Record Type	Entity	
<a href="#">Application Plan.docx</a>	BLD-2019-00712	Record	Document	11.22 KB	04/22/2019	<a href="#">Actions</a> ▼	Instant Permit	Instant Permit - BLD-2019-00712	
<a href="#">B-(Review1) 100 W Woodstock St 4-22-19.docx</a>	BLD-2019-00712	Record	Document	11.23 KB	04/22/2019	<a href="#">Actions</a> ▼	Instant Permit	Instant Permit - BLD-2019-00712	

## Schedule/View Inspection Details

To schedule or view inspections for a record, select 'Record Info' dropdown and then select 'Inspections'. All the completed inspections will be listed, including the date they were performed, the inspector, the results, etc. You may also get more information by clicking on "View Details" and see upcoming scheduled inspections. You may also schedule required inspections by selecting Schedule or Request an Inspection, and a list of available inspections types will display.

Inspections	
<b>Upcoming</b>	
<b>Schedule or Request an Inspection</b>	
<i>You have not added any inspections. Click the link above to schedule or request one.</i>	
<b>Completed (1)</b>	
Cancelled - 1	
<b>Cancelled Progress Check (24916845)</b>	<b>View Details</b>
Cancelled by: David Dodge on 04/22/2019 at 03:21 PM	

## Create Collections of Records/Permits

You are able to create collections of records for easy accessibility. For example, a project with multiple permits can have all related records viewable in one “collection”. After logging in, your collections are accessible at the top of every screen.

- 1) Log in to your [ez APP](#) account.
- 2) On the home screen click on ‘My Records’, and a list of all records associated to your account will be shown in a list. Use the checkboxes on the left to select the records you want to group into a collection, and click ‘Add’ to collection.

Showing 1-1 of 1 | [Download results](#) | [Add to collection](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Project Name	Address	Status	Action	Description	Expiration Date	Short Notes
<input checked="" type="checkbox"/>	04/22/2019	BLD-2019-00712	Instant Permit	TEST 2 - DO NOT DELETE OR PROCESS	100 W WOODSTOCK ST, CRYSTAL LAKE 60014	Plan Review		Test record for ez APP instructions 2	01/31/2019	

- 3) Enter a name for your group of records and enter a description if you want one, or choose an existing collection from the drop down menu.

**Create a New Collection**

\* Name:

Description:

[spell check](#)

- 6) Click the “Add” button to create and submit the records into the new collection.

After creating collection, it will display on you home Dashboard. You will see a useful overview of the records you have put in the collection, including a summary of the fees, inspections, etc.

Hello, Laurie Fitzgerald

My Collection (1) [View Collections](#)

1 Records  
City Hall Permits  
Last Updated 04/22/2019